

STATEMENT OF WORK

1.0 **Background:** The Defense Finance and Accounting Service (DFAS) is comprised of DFAS Centers located at Denver, CO; Columbus, OH; Indianapolis, IN; Cleveland, OH; and Kansas City, MO. DFAS has numerous operational locations (OPLOC) throughout the world. The DFAS locations are responsible for Government staff and contractors support for more than 200 Automated Information Systems (AISs) and all of the Information Technology (IT) hardware and software. These support services are concentrated in the areas of, but not limited to finance, accounting, payroll, transportation, logistics, personnel, management, and other business areas supported by DFAS.

1.1 **Project Background, Security Vulnerability Assessment Team (VAT):** DFAS-ISO is the responsible organization for infrastructure security, VAT is a component of Infrastructure Security, DFAS voice communications, the DFAS Enterprise Local Area Network (ELAN), and the Vulnerability Assessment Team (VAT). The VAT has an assortment of responsibilities related to the DFAS ELAN infrastructure, including network security as well as host security for Microsoft Windows NT, Unix and Novell operating systems operated in the DFAS ELAN. The VAT is responsible for engineering the DFAS ELAN infrastructure security architecture, developing and maintaining the standards that are required for proper implementation and operation of systems security, firewalls, and intrusion detection and prevention systems on the various Windows NT, Unix and Novell platforms throughout the DFAS ELAN. The VAT is the nucleus of the DFAS Computer Emergency Response Team (CERT), responding to any threat to the security of the DFAS communications and computing infrastructure. The VAT performs detailed vulnerability assessments of the numerous Novell, Unix and Windows NT computing platforms positioned on the DFAS ELAN. In addition, the VAT is also responsible for providing DFAS-FSA Pensacola general mission, and the DFAS ELAN Platform Engineering Team (EPET), occasional support in

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the design and configuration of Windows NT, Unix and Novell network systems.

- 1.2 **Project Background, Network Systems Design and Testing & Installation, maintenance and optimization of computer systems software; management of LAN's; and Production Control Support.** The EPET is responsible for engineering the technical architecture of the DFAS ELAN infrastructure. The EPET is responsible for ELAN infrastructure technology assessment, cost benefit analysis and technology insertion. EPET will have an assortment of responsibilities relating to the testing and evaluation of all hardware and software systems, which will be incorporated into the ELAN. The EPET will be responsible for developing and maintaining the standards, which are required for proper implementation and operation of the ELAN. The EPET will be responsible for publishing installation guides, documentation of DFAS ELAN standards, product evaluations, and capacity planning studies. The EPET is responsible for developing and analyzing both mathematical and simulation models of the DFAS ELAN for the purpose of diagnosing complex network problems and predicting the impact of change. The EPET requires skilled telecommunications support to meet the established DFAS requirements.
- 1.3 **Project Background, Voice Telecommunications Planning and Technical Support.** The DFAS activities are located on both military installations and General Services Administration (GAS) managed facilities. As a result, the provisioning and management of telecommunications services are accommodated in several different manners.
 - A. Building/location switched voice telecommunications are provided to the DFAS locations by:
 1. Local military providers using government owned and contractor-operated facilities.
 2. Local military providers using contractor owned and contractor operated facilities.

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3. GSA-provided service.
 4. Defense Metropolitan Area Telephone Service (DMATS).
- B. Inter and Intra-LATA services are accommodated via a combination of the Defense Switched Network (DSN), dedicated access to FTS 2000 carriers, and switched access to interexchange carriers. Typically, the switches are programmed to direct the calls to predetermined preferences.
- C. Wiring and cabling services are provided to the DFAS Locations via a combination of methodologies:
1. Local military installation telecommunications owned, provisioned and maintained.
 2. GSA-owned and contractor provisioned and maintained.
 3. DFAS-owned and contractor provisioned and maintained.

1.4 **Project Background, Technology Infrastructure Planning and Support.** The DFAS-ISO is responsible for the overall management and implementation of information technology and its associated management processes. This includes all of the functions inherent in the technology life cycle. As technological development continues to exponentially grow, it has become an increasingly complex function to employ sound management practices while prudently exploiting new products.

- A. The DFAS-ISO supports the deployment of information technology to 25 different locations; each equipped with a local area network and a suite of standard and system specific software. Nearly 20,000 users are impacted by information technology.
- B. Due to the rapidity of technological change, there is a continual need to perform requirement analyses and subsequent system analyses. A major thrust in this area is the Y2K compliance of all DFAS information technology systems

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- C. Additionally, the DFAS-ISO is responsible for developing and publishing information technology operational policies, standards, and procedures. This includes reviewing the adequacy of existing policies, standards, and procedures, as well as identifying need for new documentation.

2.0 **Objectives:** The objective of this Statement of Work (SOW) is to obtain contractor's support and services with a Blanket Purchase Agreement (BPA) against General Services Administration (GSA) schedule. Individual task orders will be placed for specific work. This BPA will be for five years or the expiration of the GSA Schedule whichever is earlier. All products and services on the GSA contract are available for a task order.

3.0 **Scope:** The contractor shall provide all necessary personnel, management, materials, administrative and technical services required to meet the requirements and/or task outlined in this Statement of Work (SOW) and the SOW for each task order. The intended, but not limited, use of this BPA is for support of 1) Security; 2) Installation, maintenance and optimization of computer systems software; management of LAN's; and Production Control Support; 4) Voice telecommunications; 5) Technology Infrastructure Planning and Support. DFAS has the right to order any products and services on the awardee schedule.

3.1 **Current FIP/Networking Environment:** The following is a general description of the current DFAS environment. Each task order will describe the environment to be supported for that order.

3.1.1 Hardware:

- A. HP 9000 minicomputers
- B. Cabling systems
- C. Intel Pentium, Pentium II, Zeon Pentium, and Pentium III processors servers and workstations
- D. Network printers
- E. IBM and compatible microcomputers
- F. Cisco Routers, and various hubs and bridges
- G. ATM and Ethernet switches

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- H. Sun Minicomputers
- I. Propagation delay simulators
- J. Terminal Emulators
- K. Digital Linear Tape (DLT) drives

3.1.2 Software:

- A. HP/UX (HP BSD Unix) and utilities
- B. Novell Vines and 4.X.
- C. SCO and/or Sun UNIX
- D. Network Associates Sniffmaster
- E. Virus detection
- F. FTP PC/TCP
- G. MS-DOS; MS Windows; MS Windows 9X; MS Windows NT Workstation and Server
- H. Internet Security Scanner; Kane Security Analyst; Satan and Courtney; Axent Technology Intruder Alert; Enterprise Security Manager
- I. Various TCP/IP Firewall systems
- J. Sun Solaris
- K. "C"
- L. Perl
- M. NSA Report Web
- N. FTP PC/TCP, Netmanage Chameleon TCP/IP, Zenith SuperTCP and Novell
- O. Ganymede Chariot
- P. Clipper/DATABASE III+; Tivoli; Cisco Works; Foreview; Spectrum; HP Openview
- Q. Simulation software i.e. CommNet III and Arena
- R. Workstation software includes common office automation applications including MS Word, MS PowerPoint, MS Access, MS Excel, and MS Project. Telecommunications software includes PCTCP, NSA DYNACOMM Elite, Novell, InfoConnect/PEP and Reachout
- S. Executive Software: IBM and comparable mainframe systems run MVS and MVS-XA, as well as ROSCOE, TSO, RMS, VPS and other print report utilities. UNISYS platforms utilize TIP, CMS, and other miscellaneous utilities.
- T. Microsoft Exchange 5.5 or new recent
- U. Keyfile Keyflow 4.1 or newer
- V. Arcserve IT 6.6 for Novell & Windows NT with Open File Agent, Disaster Recovery Option and Exchange Options

3.1.3 Voice Telecommunications: The following

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installations include a variety of software features, digital and analog telephone sets, and specialty instruments.

- A. Limestone, ME; Rome, NY; and San Bernadino, CA OPLOCs have identically equipped DFAS-owned Northern Telecom Meridian I digital PABXs (Option 61c).
 - B. San Antonio, TX; Charleston, SC; and San Diego, CA OPLOCs have DFAS-owned Lucent Technologies G3I digital PABXs. They are equipped with basically the following options:
 - Auto Attendant
 - XIOX Call Accounting Software
 - SNDR Output
 - Specialized station equipment
 - ACD Software (only the Lucent switches)
 - C. Dayton OPLOC utilizes a Remote Switching Unit (RSU) owned and installed by DMATS. The RSU is fully equipped to provide all functions and features required of the DFAS OPLOC.
 - D. The remaining Centers and OPLOCs are currently obtaining service from host military sites, other agencies, and the GSA via a variety of PABXs and voice switches. The available features vary among the locations, which is why there exists current plans to install new DFAS-owned PABXs.
 - E. Inter and intra-exchange service is provided via dedicated access to the Defense Switched Network, switched access to an Interexchange Carrier (IXC) and FT-2000 switched and dedicated access.
- 3.2 **Policy:** The Contractor shall be expected to comply with or participate in the activities of the following Policies and Standards at the direction of the Technical Representative. The Technical Assistant will make these Publications available to the Contractor upon request.

SM-04 Technical Architecture Review Board Policy
SM-09 Technical Architecture Guidance
SM-10 Configuration Management
SM-11 Requirements Management

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SM-12 Project Management
SM-13 Software Quality Assurance
DISA Circular 310-130-1 - Telecommunications
Service Request - Interim Message Changes
DoD Security Regulation 5200.28

4.0 **BPA Requirements:**

In addition to the task listed below, each Task Order will define specific task required for each project.

- 4.1 **Program/Project Management.** The Program Manager shall oversee all of the activities outlined in this statement of work (SOW). The Program Manager shall designate a single Project Manager for each task order who will be responsible for determining the management, organization, authority, responsibility, controls, and the extent they apply to this project in the areas of: cost, schedule, technical performance, quality improvement, delivery of products, and project administration.
- 4.1.2 **Performance and Cost Report.** The Contractor shall prepare and deliver a Performance and Cost Report (CDRL A001), and a summary Project Status Report to the Technical Assistant. The Contractor shall report status and cost in accordance with the Government-approved WBS.
- 4.1.3 **Managerial Best Practices Integration.** Identify and integrate best practices relating to strategic planning, resource management, configuration management, software quality assurance, project planning, project tracking and oversight, risk assessment, etc.
- 4.1.4 **Status Report.** The Contractor shall prepare and deliver to the Technical Representative, with a copy to the Contracting Officer, a Status Report (CDRL A002) reflecting the current status of ongoing task/delivery orders. The Status Report will also contain other relevant information regarding problem areas

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and the course of action taken in their resolution, potential problems anticipated significant activities, planned upgrades/changes to hardware, software, schedules and procedures, work progress and contract costs. The Contractor shall submit a copy of the Status Report to the Technical Representative, with a copy to the Procurement Contracting Officer. The Contractor shall provide data to prepare plans of action and milestones (PA&Ms) as directed by the Program Manager.

4.1.5 **Labor Reporting System (LRS) Inputs.** The Contractor shall provide a copy of the hours to be input into the LRS by person (including name), labor category, date, and hours worked (CDRL A004).

4.1.6 **Management Plan.** The contractor shall develop a Management Plan (Data Item DI-MGMT-80004), depicting the contractor's activities for managing the efforts of this contract to ensure quality performance is delivered and all cost and schedule objectives are met. The Management Plan shall: (a) address plans to replace contractor personnel who may leave the contract; (b) the contractor's ability to maintain a stable work force for the contract period; (c) the contractor's plan to supervise, evaluate, and direct the performance of employees assigned to perform work under the contract; (d) the contractors training plan for new technical personnel; (e) the contractor's internal management communication lines; (f) the contractor's overall management approach for subcontract integration; (g) contractor's plan for task order transition from current contractor. Also to be included is a joint organizational chart (subcontractors) of teaming efforts as they apply to this contract.

5.0 **Deliverables/Delivery Schedule:** Describe the items to be delivered, from Paragraph 4 above, during the period of performance of the task order. Describe the schedule in terms of calendar days from the date of the task order award date. The data items listed below

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are required for the BPA. Each task order SOW will have the applicable data items required.

SOW Task#	CDRL#	TITLE	DID#	DUE DATE
1	A001	Performance and Cost Report	DI-FNCL-80912	Monthly, on 5 th workday
2	A002	Status Report	DI-MGMT-80368	Monthly, on 5 th workday
3	A003	Progress Report	DI-ADMN-81313	Monthly, on 10 th workday

6.0 Expertise:

- 6.1 **Company experience.** The Offeror must have three years past experience in providing 1) Security; 2) Network Systems Design and Testing Support Services; 3) Installation, maintenance and optimization of computer systems software, management of LAN's; and Production Control Support; 4) Voice telecommunications; 5) Technology Infrastructure Planning and Support for a similar size organization.
- 6.2 **Personnel Expertise:** The resumes for Program Manager and Project Manager shall be submitted to the Contracting Officer's Representative (COR). The Government will review and approve the resumes and provide written approval/disapproval to the Contractor. The resumes shall include current and prior experience as it relates to the tasks in the individual Statements of Work (SOW) and must be in sufficient detail to substantiate personnel qualifications. Each resume must be certified that it is valid and relevant to the proposed contract by signature of the employee and an authorized official of the offeror's firm. Some Task Orders may require resume approval

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prior to award. See Attachment B for a list of potential labor categories and personnel qualifications.

6.2.1 The Program Manager and Project Manager:

Must meet both the experience and education requirements. For the remaining labor categories, substitution of formal education for experience is described under each category. For all positions, the total number of year's experience required is defined under General Experience. Specialized Experience is assumed to be a part of, not in addition to, the number of years under General Experience. In other words, the requirements should never be added together.

6.2.2 General Experience. In addition to the General experience listed in each task order, these are only examples and should not limit access to other relevant labor categories under the GSA Schedule. See attachment A for Personnel requirements.

Subject Matter Expert
Senior Telecommunication
Senior Telecommunication Engineer
Telecommunications Analyst
Network Engineer
Senior Operating Systems Software
Analyst/Programmer
Senior Network Engineer
Production Control Supervisor

7.0 Government Furnished Equipment (GFE)/Government
Furnished Information (GFI): For on-site DFAS will provide a work area for the contractor personnel, access to personal computers, LAN and internet access, telephone service, copy and fax machines as required to perform the tasks defined in the SOW. DFAS will also furnish or make available to the Contractor any documentation, or data deemed necessary by the Contractor to accomplish the task specified by the SOW. Any requirements for facilities and services for use outside of DFAS will be the responsibility of the Contractor.

8.0 Security and Privacy Act Requirements: Most of the work that is performed relative to the tasking

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identified in the SOW is unclassified or carries a Privacy Act classification. However, some task orders may be classified up to and including secret. Applicants for these classified task orders will require appropriate security clearances before working on the orders. A DD Form 254 is attached (Attachment C). System security shall be in accordance with DoD Directive 5200.28, Security Requirements for Automated Information Systems (AIS). The level of security will be identified in each task order.

8.1 **Security Investigation Requirements:** Position identified as "Critical-Sensitive/ ADP-1" will require a background check. Contractor shall submit for SF86 according to agency procedures and DoD 5200.R. If adverse information is reflected as a result of this investigation, the Contractor must provide employees that are suitable for working in a sensitive position.

8.2 **Non-US Citizen Employee Requirement:** Non-US citizens will not be allowed to perform work on contracts or subcontracts involving access (or possible access) to sensitive data, software, or equipment without prior approval per requirements list in paragraph 8.1 above. FAR 52.204-2 Security Requirement Applies.

9.0 **Place of Performance:** The contractor shall perform these support services at all DFAS locations, to include Overseas (Europe and the Far East), Japan, Hawaii, DFAS Headquarters (Washington DC), and DFAS Centers (Denver, CO; Indianapolis, IN; Kansas City, MO; Cleveland, OH; and Columbus, OH;) and their associated Operating Locations (OPLOCS).

10.0 **Travel:** Travel will be required by the Contractor to meet the tasking of the SOW and shall be approved by the Technical Representative prior to travel. All travel shall be billed in accordance with the Joint Travel Regulation (JTR). Actual costs for transportation, lodging, meals and incidental expenses may be based on per diem, actual expenses or a combination thereof, provided the method used results in a reasonable charge. Contractor personnel required to travel outside of the United States must hold a valid U.S. Passport.

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- 11.0 **Training:** In order to provide interface and attain knowledge necessary for the performance of client requirements, the Technical Representative will notify what conferences, symposiums and training sessions the contractor employees will attend. The contractor shall ensure that training expenses shall not exceed what has been authorized in each task order.
- 12.0 **Quality Assurance:** The Contractor shall ensure the deliverables meet the requirements outlined in this SOW. DFAS reserves the right to perform any independent verification and validation to ensure that the services conform to prescribed requirements.
- 13.0 **Period of Performance:** The period of performance for this BPA is Base year and four (4) option years or expiration of the GSA Schedule whichever is earlier.
- 13.1 **Tour of duty.** The contractor shall provide coverage at a specified government site during the hours provided for in each task order.
- 13.2 **Extended hours.** Each task order with extended hours shall be based on a percentage of normal working hours in each task order. If extended hours are authorized on the task order, the Contractor shall notify the Technical Representative (TA) prior to anyone working extended hours. Under no circumstances shall the Contractor exceed the extended hours allotment. If additional extended hours are required, the TA will request that the task order be modified accordingly.
- 14.0 **Administrative Consideration:** The Government's representatives and their respective roles are as listed below:
- 14.1 Contracting Office:
Michelle L. Holley
DFAS ASO/CPI CM3, Room 227
1993 Jefferson Davis Highway
Arlington, VA 22240-5291
Tel: (703) 602-4928
Fax: (703) 602-8773
Email: michelle.holley@dfas.mil

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14.2 To be provided at time of award.

15.0 **Invoice Submission:** The Contractor shall forward all invoices to the person designated in each task order, together with supporting documentation necessary to verify cost expended against this order. Such documentation may include, but is not limited to, labor category, hourly rate, subcontractor invoice(s), time sheets, etc. After the TA verifies and certifies the invoice, it will be forwarded for payment.

16.0 **Approvals:** Any effort outside the scope of the work or period of performance stated herein shall only be accomplished through the issuance of a modification.

17.0 **Qualification Factors:** DFAS will validate & evaluate contractor's quotations submitted in response to this RFQ. Quotations will be validated to insure (1) preparation in accordance with instructions in this RFQ; (2) compliance with all requirements; (3) accuracy of price quotation; and (4) compliance with DFAS Terms and Conditions outlined in the Statement of Work.

17.1 Format and Instructions for Quotation
Preparation:

a) The Prime Contractor quotation shall be prepared in accordance with these instructions. A cover letter shall be used by the Prime Contractor to transmit the Quotation and is considered a part of the quotation. This cover letter shall also be used to transmit any information the Prime Contractor wished to be brought to the attention of the Contracting Officer including any exceptions taken to the Quotation. In accordance with FAR 52.214-7, a late submission by the Prime Contractor may be cause for rejection of the entire Quotation.

b) The RFQ shall be submitted in one original hard copy with three (3) additional copies. The following information shall be provided:

1. Cover letter
2. Table of Contents

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3. Hard copy of the FSC Group 70 GSA Schedule for each member of the team
4. Past Performance
5. Technical Proposal
6. Personnel Expertise
7. Management Plan
8. Price

17.2 Evaluation Factors

The contractor's response to the RFQ must provide detailed information sufficient to enable an evaluation based on the best value criteria. The following four evaluation factors shall be used. Factors 2, 3 and 4, and when combined are less important than Factor 1. All factors when combined are approximately equal to cost or price.

FACTOR 1: PAST PERFORMANCE - 5 page limitation
FACTOR 2: PERSONNEL EXPERTISE - 5 page limitation
FACTOR 3: MANAGEMENT PLAN - 5 page limitation
FACTOR 4: TECHNICAL APPROACH (Management
Transition Plan - 15 page limitation

Sample Tasking Statement of Work (Attachment E) Entitled Enterprise-Lan Technical Assistant will be evaluated on Technical Approach

17.3 PAST PERFORMANCE/EXPERIENCE

The information provided by the Prime Contractor should demonstrate the relevancy of its past experience and quality of past performance in the area listed below. Relevancy includes similarity of the experience in the size and scope as it relates to the requirements of the SOW under this RFQ. The contractor shall provide 5 contract references for similar type equipment/services. The Government will evaluate at least three of the five references. The Government may also obtain past performance information from sources other than those provided by the Contractor.

Evaluation of past performance/experience will be a subjective assessment based on consideration of all relevant facts and circumstances. It will not be based on absolute standards of acceptability. When assessing the quality of the Contractor's past performance, the

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Government will seek to determine whether the Contractor has consistently demonstrated a concern for customer satisfaction. This is a matter of judgement. The following element will be evaluated.

SUBFACTOR 1 - Detailed response to Section 6.1. A list that's provides an overall list of contracts. A list of three references shall be submitted that include: (1) Contract number; (2) Period of performance; (3) Point of Contact's name and telephone number; and (4) how the service performed relates to the SOW tasks.

17.4 PERSONNEL EXPERTISE.

Resumes for the Program Manager and Project Manager shall be submitted. The Government will review and approve the resumes and provide written approval/disapproval to the Contractor. The resume shall include current and prior experience as it relates to the tasks in the Statement of Work and must be in sufficient detail to substantiate personnel qualifications. Each resume must be certified that it is valid and relevant to the proposed contract by signature of the employee and authorized official of the of the offeror's firm.

- (a) GSA labor categories. The offeror must provide description from the GSA contract for each labor category in the SOW and correlate the categories to the RFQ categories.

17.5 MANAGEMENT PLAN.

Within the management approach factor, the offeror shall demonstrate an understanding of the management objective for the requirement; it's corporate structure and the functional relationships and responsibilities among the organizational elements that will participate in accomplishing the defined tasks. Within the management approach factor, the offeror should address the following areas as well as any other information relevant to performance of the Statement of Work

- (a) The offeror shall demonstrate an understanding of the management objectives for the requirement.
- (b) Quality Assurance Plan intended for use in performance of the overall BPA.

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- (c) The proposed use of subcontracting or teaming that may be planned, when and how subcontractor resources are to be used.
- (d) The offerors project control procedures used to plan, track and control multiple taskings.

17.6 TECHNICAL APPROACH (MANAGEMENT TRANSITION PLAN)

1) Management transition plan, within the technical approach, the Offeror shall demonstrate the technical approach that will be used to support transition of contractor support from one contractor to another.

- (a) The Timeframe for transition from incumbent.
- (b) Number of calendar days required for start-up (staffing of personnel).
- (c) Method of obtaining functional knowledge and applicable timeframe.
- (d) Proposed other direct cost (ODCs) as they relate to transition from incumbent.

2) Sample task: not required for sample task.

18.0 PRICE.

The Contractor will submit the proposed labor categories in a Microsoft Excel Spreadsheet in the format provided in Appendix D for the base period and the out years, identifying the rates associated with their respective GSA Schedule and the proposed rates offered under the resultant BPA. Contractors are requested to propose on-site and off-site rates that will reflect whether the work is performed at the contractor's facility or at a Government installation.

As delineated in the cover page, it is the intent of this BPA to secure discounts on a per order basis as well as on a cumulative basis throughout a given year or the life of the BPA. Therefore your proposal may be structured accordingly. For example, if the Government issues a task order for \$500k it will receive X discount and in addition, if the total cumulative amount of all orders placed against the BPA exceeds \$1M, the Government will receive a constant discount of X, regardless of the year in which the delivery order is placed. Contractors may extend the period of

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constant discount beyond a given year if they choose to do so.